



**CITY OF GREENSBORO  
FOR IMMEDIATE RELEASE**



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***TELECOMMUNICATORS HONORED FOR SERVICE TO CITY AND COUNTY RESIDENTS***

**GREENSBORO, NC (April 5, 2006)** – The Guilford Metro 911 Center will celebrate National Telecommunicators Week April 9 – 16 to honor professionals throughout the nation and to educate the public about this important job. Telecommunicators answer emergency and non-emergency telephone calls from citizens requesting police, sheriff, fire, or medical assistance from the more than 430,000 residents and estimated 100,000 daily visitors to the Greensboro / Guilford County area. To better serve the needs of Guilford County residents, the Greensboro Communications center and the Guilford County Communications center are being consolidated. Both centers are currently staffed with highly trained and dedicated public safety professionals who will soon be under one roof to answer emergency calls from residents.

Telecommunicators use one of the most advanced Computer Aided Dispatch (CAD) systems available to assist residents during emergencies by obtaining information from callers and relaying it to the police officers and fire/EMS personnel in a proper and timely manner. Calls that require police or fire response are prioritized for dispatch. In most cases, Telecommunicators are the first and only contact the public has with the police, sheriff and fire departments.

Upon completion of the consolidated facility in the summer of 2006, Guilford Metro 911 will be open for tours by appointment. To schedule a tour, contact the Guilford Metro Communications Services Division at 373-2933. The center is also available throughout the year to host civic or local community events and can provide speakers.

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The City of Greensboro works in partnership with the community to increase the quality of life for all residents by fostering an environment of inclusion, diversity, and trust. As the seventh largest employer in Greensboro, the City has a dedicated professional staff of 2,800 employees who maintain four core values of honesty, integrity, stewardship, and respect. The City is governed by

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a council-manager form of government with a mayor and eight council members. For more information on the City of Greensboro, please visit us online at [www.greensboro-nc.gov](http://www.greensboro-nc.gov).

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